



MiScorecard Performance Summary

Business Unit: Licensing and Regulatory Affairs
Executive/Director Name: Shelly Edgerton
Reporting Period: Oct 2017

Green >=90% of target
 Yellow >= 75% - 90% of target
 Red <75% of target
 Date Approved: 12/6/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Adjudications								
LARA-7	Overall Timely Administrative Hearings	Green		90.0%	90.2%	94.3%	Monthly	Percent Closed Within Timeliness Deadlines
MAHS-1	Unemployment Agency Appeals (1st Level)	Green		30	21	61	Monthly	Average Case Age of 1st Level Appeals in Days
MAHS-5	Michigan Tax Tribunal Appeals (Small Claims)	Green		90.0%	99.4%	98.6%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 Month Standard
MAHS-6	Public Benefit Cases Referred by Department of Human Services	Green		90.0%	95.5%	95.3%	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
LCC-6	Violation Adjudications	Green		80.0%	76.6%	65.6%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
Licensing and Permits								
LARA-12	Overall Timely Licenses	Green		90.0%	91.7%	92.4%	Monthly	Percent Issued Within Timeliness Deadlines
BPL-2	Licensing Division	Green		60.0%	69.6%	70.5%	Monthly	Licenses issued within 8 Weeks
BMMR-1	Michigan Medical Marihuana Program (MMMP) Applications Section	Green		90.0%	97.0%	100.0%	Monthly	Medical marihuana card applications denied within 10 business days of receipt of application for those ineligible (original applications).
CSCL-3	Corporation Document Review	Green		95.0%	97.7%	97.2%	Monthly	Review of documents within 3 days.
LCC-2	Application Processing	Green		90.0%	94.2%	91.0%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
Complaint Processing								
LARA-19	Overall Timely Complaint Resolution	Green		90.0%	87.6%	83.9%	Monthly	Percent Processed Within Timeliness Deadlines
BPL-4	Enforcement Division	Green		75.0%	95.0%	92.7%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment
CSCL-5	Complaint Investigation Stage Processing Time	Green		90.0%	97.3%	95.2%	Quarterly	Percent of complaints through the investigation stage within 180 days of Assignment. (these numbers also reflect audit and examination numbers)
MIOSHA-5	MIOSHA - Response to Worker Complaints	Green		95.0%	100.0%	98.7%	Quarterly	Percent completed within 10 business days
Key Economic Indicators								
MPSC-6	Commercial - Electric Price Rank within the United States			N/A	36	33	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data - 2 month lag)
MIOSHA-1	MIOSHA - Construction Industry Injury and Illness Rate	Green		2.7	1.7	1.8	FY Annually	Number of injuries and illnesses per 100 workers.
MIOSHA-2	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green		6.3	4.5	4.8	FY Annually	Number of injuries or illnesses per 100 workers.
WCA-2	WC Cost of Premium Ranking	Yellow		40	34 of 50	32 of 50	Every Other Year	1 (highest) to 50 (lowest)
Good Government								
LARA-34	Employee Landscape Champions Percentage	Green		55%	69.0%	61.0%	FY Annually	Percent of LARA Employees Defined as Champions
LARA-35	Employee Engagement Survey Participation	Green		89.0%	86.0%	87.0%	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey